

Notice of References Cited	Application/Control No.	Applicant(s)/Patent Under Reexamination
	09/960,474	CHAKERA, ABBAS
	Examiner Marie C. Ubiles	Art Unit 2642

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	B	US-5,469,504	11-1995	Blaha, David L.	379/265.11
	C	US-4,942,602	07-1990	Baker et al.	379/212.01
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NON-PATENT DOCUMENTS

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	U	Brady, Pat. October 1998. Virtual Help Desks Enhance Call Center Service. http://www.tmcnet.com/articles/ctimag/1098/apropos.htm
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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